(Revised 1/3/11)

### **Employee Post-Travel Disclosure of Travel Expenses**

Date/Time Stamp:

SECRETARY OF THE SENATE

PILE! IC RECORDS

Post-Travel Filing Instructions: Complete this form within 30 days of returning from travel. Submit all forms to the Office of Public Records in 232 Hart Building.

2019 MAY 20 PM 3: 30

In compliance with Rube reimbursed/paid for		_	sures with respect to	travel expenses that have been o	r w
	•	rization (Form RE-1), <u>A</u> rtification Form with all		ry, invitee list, etc.)	
Private Sponsor(s) (list	t all): Postsecondar	ry National Policy Ins	stitute (PNPI)		
Travel date(s): April 2	23-25, 2019				
Name of accompanying Relationship to Travelo		ny): N/A Child			
	OSTS IN EMPLOYEE	EASE DUE TO THE ACC EXPENSES. (Attach addit		ISE OR DEPENDENT CHILD, ONI ry.)	LY
	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses (Amount & Description)	
☐ Good Faith Estimate	\$378.10	\$266.00	\$93.70	\$17.65 - meeting room rental costs	
Actual Amount					
Expenses for Accomp	anying Spouse or De	pendent Child (if applie	able):		_
	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses (Amount & Description)	
☐ Good Faith Estimate	N/A	N/A	N/A	N/A	
☐ Actual Amount					
-	_			Attach additional pages if nda for additional information	n.
				_	
5/20/2019	Tim C	~ Hon		1-1-1-	
(Date)	(Printed r	name of traveler)		(Signature of traveler)	
TO BE COMPLETED	D BY SUPERVISING	MEMBER/OFFICER:			
		es set out above in conne tion, lodging, and related		escribed in the <i>Employee Pre-Tra</i> d in Rule 35.	ıvel
5/20/2019		Mil	( assi	24 11)	

(Signature of Supervising Senator/Officer)

Form RE-2

## EMPLOYEE PRE-TRAVEL AUTHORIZATION

<u>Pre-Travel Filing Instructions</u>: Complete and submit this form at least 30 days prior to the travel departure date to the <u>Select Committee on Ethics</u> in <u>SH-220</u>. Incomplete and late travel submissions will <u>not</u> be considered or approved. This form <u>must</u> be typed and is available as a fillable PDF on the Committee's website at ethics.senate.gov. Retain a copy of your entire pre-travel submission for your required post-travel disclosure.

0000000000

(Revised 10/19/15)

Date/Time Stamp:
 ыороом <b>Сей</b> Тай

Form RE-1

ETHIC MAR22"19PM 3:07

Name of Traveler:	Tim Carlton
Employing Office/Committee:	Senator Cassidy
	secondary National Policy Institute (PNPI)
April 23-25, 201 Travel date(s):	
Note: If you plan to extend	I the trip for any reason you <u>must</u> notify the Committee.
St. Louis, MO and Destination(s):	nd Chesterfield, MO
Explain how this trip is specifically	y connected to the traveler's official or representational duties:
important to know how these loans :	wledge and understanding of postsecondary loan servicing. With \$1.5T in student debt, it is are serviced. In my capacity as Senator Cassidy's Education Policy Advisor, this trip will help a servicing process and better inform me on the policies that affect loan servicing in the Higher
Name of accompanying family me Relationship to Employee: Spo	
I certify that the information contains $3/22/2019$ (Date)	ined in this form is true, complete and correct to the best of my knowledge:  (Signature of Employee)
TO BE COMPLETED BY SUPERVISES Secretary for the Majority, Secretary for the Majority for the Majorit	MD hereby authorize Tim Carlton
related expenses for travel to the ev	vision, to accept payment or reimbursement for necessary transportation, lodging, and vent described above. I have determined that this travel is in connection with his or her officeholder, and will not create the appearance that he or she is using public office for
I have also determined that the atte of the Senate. (signify "yes" by check $\frac{3/2z/z_{0.19}}{(pate)}$	ndance of the employee's spouse of child is appropriate to assist in the representation (Signature of Supervising Senator) (Signature of Supervising Senator) (Signature of Supervising Senator)



March 7, 2019

Dear Tim Carlton,

We are writing to invite you to participate in the Postsecondary National Policy Institute's (PNPI) Federal Student Loan Servicing seminar, April 23-25, 2019, in Chesterfield, Missouri. This seminar is designed to deepen your understanding of the role loan servicers play in the federal Direct Loan system. The seminar will also increase your understanding of the complexities and challenges present in the current system.

Included with this invitation are the forms necessary for ethics rules compliance. By Monday, March 25, 2019, you must submit these included forms and documents directly to the Ethics Committee in Hart 220. They are:

A copy of this PNPI invitation;
 A completed Private Sponsor Travel Certification Form with all attachments, including a Senate invitee list;
 An itinerary and agenda; and

A completed and signed Employee Pre-Travel Authorization Form.

After receiving the completed travel package, the Ethics Committee will review the package and issue an approval for travel to you or your sponsoring Member. The Ethics Committee advises all Senate employees to maintain copies of all submitted forms for their own records. After the seminar, we will provide you with a post-travel form that you will need to complete and submit to the Office of Public Records.

Even if you are unsure whether you will be able to attend the seminar, please submit the paperwork so you will have the option to participate. Paperwork submitted to the Ethics Committee after the deadline will not be considered.

Attendance is by invitation only, with no outside observers or lobbyists. Funding is provided solely by grants from established foundations. No government, individual, foreign, corporate or special interest money is accepted. The foundations supporting PNPI are the Bill and Melinda Gates Foundation, the Lumina Foundation, and the Kresge Foundation. PNPI is the sole sponsor, planner and executor of the trip. PNPI maintains autonomy over the agenda, invitations and materials provided before and after the seminar.

We will depart for St. Louis on Tuesday, April 23 at 6:40 PM EST from Ronald Reagan Washington National Airport (DCA) and return to DCA on Thursday, April 25 at 3:15 PM EST. The formal program will begin at the Missouri Higher Education Loan Authority (MOHELA) on Wednesday, April 24 at 9:00 AM CST and will conclude on Thursday, April 25 at 10:00 AM CST. PNPI is providing airfare and will pay the costs of all lodging, meals, and ground transportation while in St. Louis. If you have any questions about the seminar, please do not hesitate to email or call us directly.

PNPI's Federal Student Loan Servicing seminar promises to be both educational and productive. We look forward to your participation!

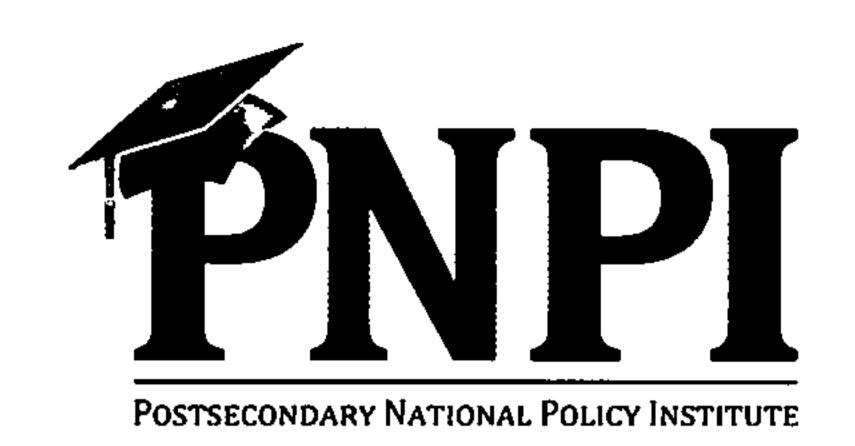
Sincerely,

May M. M.

MaryEllen McGuire, President

Postsecondary National Policy Institute (PNPI)

202-407-3172



### FEDERAL STUDENT LOAN SERVICING SEMINAR

## St. Louis, Missouri April 23-25, 2019

#### Seminar Goals

- Deepen staff understanding of the challenges borrowers face when navigating student loan repayment.
- Increase staff understanding of the role loan servicers play in the federal Direct Loan system.
- Increase staff understanding of the complexities and challenges servicers face working within the current system.
- Expand staff understanding of the current servicer compensation model and performance metrics.
- Tour a student loan servicing and fulfillment center to better understand and view the processing and life of a student loan in repayment.
- Consider how the current student loan servicing system can be improved.

### Tuesday, April 23

5:40 PM	Staff arrive at Ronald Reagan Washington National Airport (DCA), one hour prior to departure.
6:40 PM	Depart DCA for St. Louis, Missouri (STL), SW Flight #1008
7:55 PM	Arrive STL & Travel to Hotel
8:30 PM	Arrive & Check-in: Hyatt Regency St. Louis at the Arch, 315 Chestnut St, St. Louis, MO 63102

#### Wednesday, April 24

7:15-8:15 AM Breakfast & Morning Briefing, Hyatt Regency St. Louis at the Arch Facilitator: MaryEllen McGuire, Postsecondary National Policy Institute

Staff will meet for breakfast and review the day's agenda and programming goals.

### 8:15-9:00 AM Travel to Missouri Higher Education Loan Authority (MOHELA)

**Student Loan Servicing Center** 

**Location:** 633 Spirit Drive, Chesterfield, MO 63005

#### 9:00-9:15 AM Introduction to MOHELA

Presenters: Raymond H. Bayer, Jr., Executive Director and CEO & Jennifer Farmer,

Director, Federal Contracting

MOHELA will provide an overview of their business model during this session.

#### 9:15-10:15 AM Borrower Calls & Service

**Presenters**: Laura Catlett, Director, Borrower Contact Center & Raymond H. Bayer, Jr., Executive Director and CEO

During this session, participants will listen to, ask questions about, and comment on service provided on "recently live" incoming borrower calls. \*All personally identifiable information will be removed from the calls prior to the start of the session.

#### 10:15-10:30 AM Q&A with Contact Center Agents

Moderator: Raymond H. Bayer, Jr. Executive Director and CEO

Participants will participate in a facilitated Q&A session with contact center agents.

### 10:30-10:45 AM Blending High-Tech, Low-Tech and High Touch Ways to Assist At-Risk Borrowers

**Presenters**: Raymond H. Bayer, Jr., Executive Director and CEO & Ginny Burns, Director, Customer Advocacy Team

This session will cover high-tech, low-tech, and high touch ways to assist at-risk borrowers.

#### 10:45-10:55 AM Break

#### **10:55-11:30 AM** Facility Tour

Staff will be given a tour of the loan servicing and fulfillment center with time spent observing the process, volume, and results of MOHELA's IDR application pre-fill process.

#### 11:30 AM-12:00 PM Performance Metrics & MOHELA's Metric Segment Heat Map

Presenter: James Matchefts, MOHELA General Counsel

Staff will study MOHELA's proprietary "heat map" that visually demonstrates the publicly available metric results for each of the 17 different servicer metric segments required by FSA. Pros and cons of the current metrics and possible enhancements to their composition and weight will be discussed.

#### 12:00-12:45 PM Working Lunch

**Presenters:** Raymond H. Bayer, Jr., Executive Director and CEO, Jennifer Farmer, Director, Federal Contracting, James Matchefts, MOHELA General Counsel, Carol Malon, Chief Financial Officer, Paul Mosquera, Chief Compliance and Risk Officer, Ginny Burns, Director, Customer Advocacy Team & Laura Catlett, Director, Contact Center

Location: MOHELA Headquarters Conference Room

Over lunch, participants will take part in a Q&A focused on servicer challenges and how these challenges impact student borrowers and the service they receive.

#### 12:45-1:30 PM Servicer Compensation Model

**Presenters:** Danny Marshall, MOHELA Federal Contracting Manager & Frank Reyes, MOHELA Controller

Participants will review MOHELA's Direct Loan invoice and detailed income/expense statements for January 2019 to better understand the current servicer compensation models. The group will then discuss the pros and cons of the current servicer compensation model and consider recommendations for improvement.

#### 1:30-2:00 PM Agent Training, Development & Quality Assurance

**Presenters**: Christy Baze, MOHELA Manager of Training, Development and E-Learning & Arthur Meyers, Quality Assurance Supervisor

This session will review the process of hiring, training and monitoring call center agents.

## 2:00-2:30 PM Escalated Call Handling, the Customer Advocacy Team & the Military VIP Team.

**Presenter:** Ginny Burns, Director of Customer Advocacy This session will focus on complaint escalation and tracking.

#### 2:30-3:15 PM Federal Student Aid's (FSA) Current Student Loan Portfolio

**Presenter:** Raymond H. Bayer, Jr., Executive Director and CEO

This session will review and discuss the current makeup of FSA's loan portfolio, including delinquency rates, repayment plan utilization, forbearance types, and utilization.

#### 3:15-3:30 PM Break

#### 3:30-4:15 PM Fraud

Presenter: Scott Lause, Assistant General Counsel

Staff will learn about fraud against borrowers – tactics used (e.g. Doc prep companies) and the costs associated with it.

4:15-5:00 PM Closing Discussion

Moderator: Raymond H. Bayer, Jr., Executive Director & CEO

Additional Presenters: James Matchefts, MOHELA General Counsel, Carol Malon, Chief Financial Officer, Paul Mosquera, Chief Compliance and Risk Officer, Ginny Burns, Director, Costantes Advesses Teams Leves Catlett Director, Contact Contac

Customer Advocacy Team, Laura Catlett, Director, Contact Center & Jennifer Farmer,

Director, Federal Contracting

The visit will conclude with a discussion focused on the state of the student loan servicing industry, including the hardships, consequences, and costs of borrower default.

5:00 PM	Depart for Hyatt Regency St. Louis at the Arch
5:45 PM	Return to Hyatt Regency St. Louis at the Arch
6:00-7:30 PM	Dinner at Lombardo's Trattoria,
	Location: 201 South 20th Street, St. Louis, MO 63103

#### Thursday, April 25

8:00-8:45 AM Check-Out & Breakfast, Hyatt Regency St. Louis at the Arch

8:45-10:15 AM Roundtable with Loan Servicers

Participants: Raymond H. Bayer, MOHELA, Jim Farha, Oklahoma Student Loan Authority (OSLA), Aisha Smith, NELNET & Patricia Christel, Navient

Staff will participate in a roundtable discussion with several servicers to better understand what they have in common, how they differ, and how they each view their role and challenges within the current system. Participants will also consider ways in which the current system could be changed to improve the borrower experience and decrease borrower defaults.

10:20 AM	Depart Hotel for Airport
11:00 AM	Arrive at Airport and Check-in for Flight
12:25 PM	Depart St. Louis, Missouri (STL) for Ronald Reagan Washington National Airport (DCA), SW Airlines Flight #2236
3:15PM	Arrive DCA

#### PRIVATE SPONSOR TRAVEL CERTIFICATION FORM

This form must be completed by any private entity offering to provide travel or reimbursement for travel to Senate Members, officers, or employees (Senate Rule 35, clause 2). Each sponsor of a fact-finding trip must sign the completed form. The trip sponsor(s) must provide a copy of the completed form to each invited Senate traveler, who will then forward it to the Ethics Committee with any other required materials. The trip sponsor(s) should **NOT** submit the form directly to the Ethics Committee. Please consult the accompanying instructions for more detailed definitions and other key information.

The Senate Member, officer, or employee MUST also provide a copy of this form, along with the appropriate travel authorization and reimbursement form, to the Office of Public Records (OPR), Room 232 of the Hart Building, within thirty (30) days after the travel is completed.

1.	Sponsor(s) of the trip (please list all sponsors): Postsecondary National Policy Institute (PNPI)
2.	Description of the trip:  This trip is designed to increase staff's knowledge of the role loan servicers play
	in the federal Direct Loan system.
3.	Dates of travel: April 23-25, 2019 (two nights overnight)
4.	Place of travel: St. Louis, MO and Chesterfield, MO
5.	Name and title of Senate invitees: See attached.
6.	I certify that the trip fits one of the following categories:
	(A) The sponsor(s) are not registered lobbyists or agents of a foreign principal and do not retain or employ registered lobbyists or agents of a foreign principal and no lobbyist or agents of a foreign principal will accompany the Member, officer, or employee at any point throughout the trip OR -
	(B) The sponsor or sponsors are not registered lobbyists or agents of a foreign principal, but retain or
	employ one or more registered lobbyists or agents of a foreign principal and the trip meets the requirements of Senate Rule 35.2(a)(2)(A)(i) or (ii) (see question 9).
7.	I certify that the trip will not be financed in any part by a registered lobbyist or agent of a foreign principal.
	– AND –
	I certify that the sponsor or sponsors will not accept funds or in-kind contributions earmarked directly or indirectly for the purpose of financing this specific trip from a registered lobbyist or agent of a foreign principal or from a private entity that retains or employs one or more registered lobbyists or agents of a foreign principal.
8.	<ul> <li>I certify that:</li> <li>The trip will not in any part be planned, organized, requested, or arranged by a registered lobbyist or agent of a foreign principal except for de minimis lobbyist involvement.</li> <li>- AND -</li> </ul>
	The traveler will not be accompanied on the trip by a registered lobbyist or agent of a foreign principal except as provided for by Committee regulations relating to lobbyist accompaniment (see question 9).

9.

USE ONLY IF YOU CHECKED QUESTION 6(B)

foreign principal, one of the following scenarios applies:

I certify that if the sponsor or sponsors retain or employ one or more registered lobbyists or agents of a

(A) The trip is for attendance or participation in a one-day event (exclusive of travel time and one

1,20
C)
۲ď
<b>C</b> 4
O
O
C
ÇĐ
C
()
$\mathfrak{C}\mathfrak{I}$
C
O

	In addition to multi-day seminars, PNPI sponsors Hill-based briefings for larger Hill audiences and is available to all congressional staff for postsecondary related research support. PNPI also offers professional development, briefings, and boot camps to prospective policymakers.					
5.	Total Expenses for E	Total Expenses for Each Participant:				
	-	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses	
	Good Faith estimate	\$359.90 (round trip flight cost and on the ground shuttle to meetings)	\$266 (two nights)	\$89	\$0	
	Amounts					
	State whether a) the t	rin involves an event that	is arranged or organ	nizad without was and	· · · · · · · · · · · · · · · · · · ·	
•	participation or b) the congressional particip	rip involves an event that e trip involves an event the pation: and organized specifically	nat is arranged or org	ganized <i>specifically</i> w	vith regard to	
	participation or b) the congressional participation. The trip is arranged a	e trip involves an event the pation:	with regard to cong	ganized <i>specifically</i> w	vith regard to	
	The trip is arranged a	e trip involves an event the pation:  and organized specifically	with regard to cong	ressional participatio	n.	
•	The trip is arranged a	e trip involves an event the pation:  The location of the event of Education Loan Authority	with regard to cong	ressional participatio	n.	
	Reason for selecting to The Missouri Higher just outside of St. Lot Name and location of	e trip involves an event the pation:  The location of the event of the	with regard to cong or trip (MOHELA) is a Direction	ressional participation	n.	
	Reason for selecting to The Missouri Higher just outside of St. Lot Name and location of	e trip involves an event the pation:  The location of the event of the	with regard to cong or trip (MOHELA) is a Direction	ressional participation	n.	
	Reason for selecting to The Missouri Higher just outside of St. Lou Name and location of Hyatt Regency St. Lou	e trip involves an event the pation:  The location of the event of the	with regard to cong or trip (MOHELA) is a Direction	ressional participation	n.	

	Describe how the daily expenses for lodging, meals, and other expenses provided to trip participants compares to the maximum per diem rates for official Federal Government travel:		
	Lodging costs \$133/night, the federal per diem. Meal costs are \$5 on day one		
	(snacks), \$63 on day two (breakfast, lunch, dinner, snacks) and \$38 on day three (breakfast, lunch,		
	snacks). All rates are at the federal per diem.		
2.	Describe the type and class of transportation being provided. Indicate whether coach, business-class or first class transportation will be provided. If first-class fare is being provided, please explain why first-class travel is necessary:		
	All air travel will be coach class.		
	I represent that the travel expenses that will be paid for or reimbursed to Senate invitees do not include expenditures for recreational activities, alcohol, or entertainment (other than entertainment provided to all attendees as an integral part of the event, as permissible under Senate Rule 35).		
	List any entertainment that will be provided to, paid for, or reimbursed to Senate invitees and explain why the entertainment is an integral part of the event:  None		
	I hereby certify that the information contained herein is true, complete and correct. (For trips involving more than one sponsor, you must include a completed signature page for each additional sponsor):		
	Signature of Travel Sponsor: 4 1669 6		
	Name and Title: MaryEllen McGuire, President		
	Name of Organization: Postsecondary National Policy Institute (PNPI)		
	Address: 718 7th Street NW, Floor 2, Washington, DC 20001		
	Telephone Number: 202-407-3172		
	Fax Number:		

# ATTACHMENT: Senate Private Sponsor Travel Certification Form

#### 5. Name and title of Senate invitees:

**Katie Brown** 

Chief Counsel Senator Collins

Tim Carlton

Policy Advisor Senator Cassidy

**Kara Marchione** 

Director of Education Policy Senator Murray **Karen McCarthy** 

Senior Legislative Assistant Senator Murkowski

**Bryce McKibben** 

Senior Policy Advisor Senator Murray

**Emily Smith** 

Legislative Assistant Senator Murphy

All staff were invited due to their employment with the Senate HELP Committee or with a Member who sits on the Senate HELP committee.